

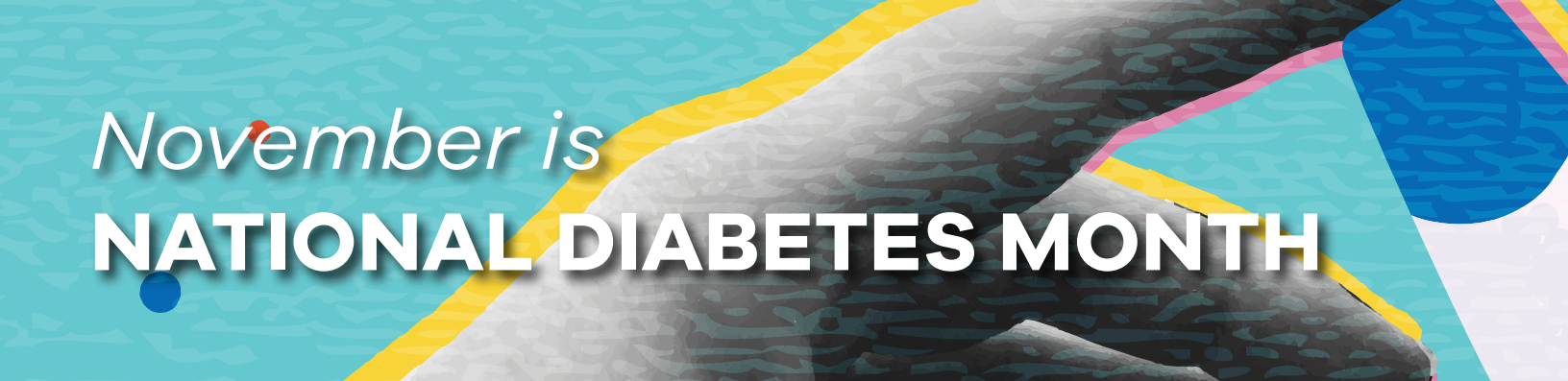
STRONG **body**
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MEMBER NEWSLETTER
// FALL 2025



DENVER HEALTH
MEDICAL PLAN INC.™



November is **NATIONAL DIABETES MONTH**

November is National Diabetes month. If you've been newly diagnosed, it's the perfect time to learn the best ways to keep it under control — especially with the holidays just around the corner.

WHAT IS DIABETES?

There are three main types of diabetes. The most common is type 2 diabetes, where the body doesn't use or create insulin correctly, causing too much sugar to be in the bloodstream. Type 1 diabetes occurs when the body doesn't produce enough insulin. Gestational diabetes can develop in pregnant women due to hormonal changes.

MANAGING TYPE 2 DIABETES THROUGH THE HOLIDAYS

As we approach the season of holiday celebrations and sweet indulgences, here are a few strategies to help you keep diabetes care at the top of your list.

- » Party with a plan. Heading to a party? Offer to bring a healthy appetizer so you'll know you'll have at least one diabetic-friendly dish you can turn to.
- » Eat at your usual times. Maintain a consistent eating routine to help keep your blood sugar stable. If you're served later than usual, eat a healthy snack at your regular mealtime.
- » Think veggies first. Start with a salad and pile on the veggies.
- » Forget the idea of forbidden foods. Indulgence is okay (in moderation). If you're craving a slice of Aunt Norma's pumpkin pie, cut back on other carbs. Have a small slice, eat slowly and savor every bite.
- » Limit alcohol. Since alcohol can lower your blood sugar and interfere with diabetes medication, limit your alcohol intake or avoid it completely. If you do drink, have it with your meal.
- » Move. It can be harder to find time to work out during this time of year. Squeeze in a walk, ice skate or shovel your sidewalk. Exercise not only burns fat, it helps move glucose from your blood to your cells.
- » Get more Zzzzs. More parties = less sleep. Less sleep can make you want to eat more high-fat, high-sugary foods. 7 to 8 hours of sleep per night is ideal.
- » Stress less. The holidays can be stressful, and prolonged stress can elevate your blood sugar. Get a massage, take a yoga class or enjoy a hot bath to reenergize for the next event.
- » Check your blood sugar levels often. With the holidays come changes in your routine and diet. Make sure to stay on top of your blood sugar levels and ask your doctor if you should adjust your medication.
- » Travel with snacks. If you're traveling over the holidays, keep healthy snacks

with you to keep your blood sugar levels steady in case of flight delays or heavy traffic.

YOUR JOURNEY TO HEALTH

Hearing that you have diabetes can be scary. But know that you have the support of an entire community that understands what you're going through. By staying on top of your condition, you can control the disease and live a normal, healthy life.

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Centers for Disease Control and Prevention. (2021, December 16). What is diabetes? Centers for Disease Control and Prevention. Retrieved April 23, 2022, from <https://www.cdc.gov/diabetes/basics/diabetes.html>.

Miller, R. B. (2022, December 11). Just diagnosed with type 2 diabetes? what you need to know. WebMD.
<https://www.webmd.com/diabetes/tips-newly-diagnosed-type-2-diabetes>.

Centers for Disease Control and Prevention. (2022, June 20). 5 healthy eating tips for the holidays. Centers for Disease Control and Prevention. <https://www.cdc.gov/diabetes/library/features/holidays-healthy-eating.html>.

Shmerling, R. H. (2023, February 21). What happens when a drug goes viral?. Harvard Health.
<https://www.health.harvard.edu/blog/what-happens-when-a-drug-goes-viral-202302212892>.



Health Plan Services Phone Numbers (TTY 711):

DHHA / CHP+ Members: 303-602-2100

Exchange/COOP Members: 303-602-2090

Medicaid Choice Members: 303-602-2116

Medicare Members: 303-602-2111

If you need any of the information in this newsletter in Spanish or alternate format, please call Health Plan Services. Si necesita en español alguna parte de la información contenida en este boletín o en un formato alternativo, llame a Servicios del Plan de Salud.

NURSELINE ADVICE: MANAGING YOUR HEMOGLOBIN A1C (HbA1C)

Hemoglobin A1C, also called HgA1C or simply A1C, is a blood test that shows your average blood sugar level over the past two to three months. It is a key test for managing diabetes or finding out if you are at risk for it. Keeping your A1C in a healthy range helps lower your risk for serious health problems.

WHAT DO A1C NUMBERS MEAN?

- » Normal: Below 5.7%
- » Prediabetes: 5.7% to 6.4%
- » Diabetes: 6.5% or higher

If your A1C is higher than it should be, it means your blood sugar has been too high for too long. High blood sugar can lead to heart disease, kidney disease, nerve damage, and eye problems over time.

WAYS TO LOWER YOUR A1C

The good news is that you can take steps to manage or lower your A1C. Two of the most important changes involve healthy eating and staying active.

1. Eat Better

- » Fill half your plate with vegetables and fruits
- » Choose whole grains like brown rice or whole wheat bread
- » Pick lean proteins like chicken, turkey, beans or fish
- » Avoid sugary drinks and limit foods high in sugar, salt or fat

2. Move More

- » Try to get at least 30 minutes of activity most days
- » Walking, biking, dancing or playing with your kids or pets are great ways to get your body moving
- » Being active helps your body use insulin and brings down your blood sugar

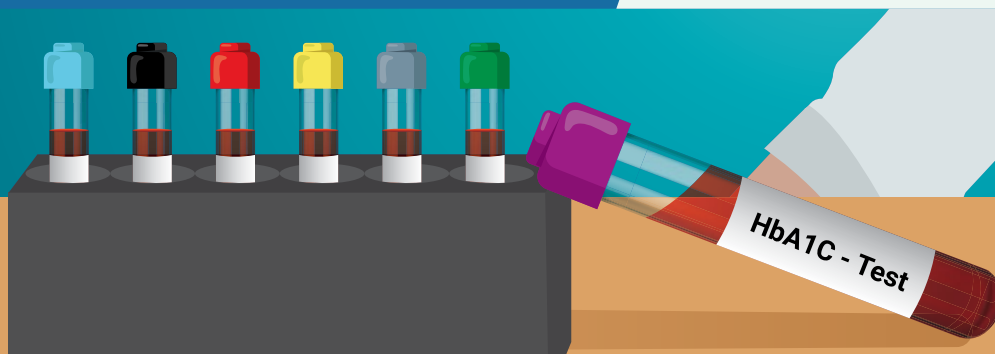
TALK TO YOUR CARE TEAM

You should get your A1C checked at least twice a year, or more often if your doctor suggests it. Tracking your results helps you and your provider make the best plan for your health.

*Written by: Marie Richardson, DNP, BSN, RN
Denver Health NurseLine*

Sources:
Centers for Disease Control and Prevention (CDC). All About Your A1C. <https://www.cdc.gov/diabetes/managing/managing-blood-sugar/a1c.html>
American Diabetes Association. Understanding A1C. <https://diabetes.org/a1c>
National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK). Managing Diabetes. <https://www.niddk.nih.gov/health-information/diabetes/overview/managing-diabetes>

**The Denver Health NurseLine
is available to talk with you about
any health concerns or questions
24 hours a day, 7 days a week!
Give them a call at 303-739-1261.**



Slow Cooker Chili

INGREDIENTS

- 1 lb. – lean ground beef, turkey, chicken or plant-based
- ½ tbs. – olive oil
- 1 – red or yellow onion (peeled and diced)
- 1 – bell pepper (diced)
- 2 cloves – garlic (minced)
- 2 – chipotle chiles in adobo sauce (chopped)
- 2 cans (15 oz.) – kidney, pinto or black beans (rinsed and drained)
- 1 can (15 oz.) – tomato sauce
- 2 cans (14 oz.) – diced tomatoes
- 1 can (4 oz.) – chopped green chiles (mild, medium or hot, depending on taste)
- 1½ tbs. – chili powder
- ½ tbs. – ground cumin
- 1½ cups – beef, chicken or vegetable broth/stock (low or reduced sodium)
- Salt and pepper to taste



DIRECTIONS

Heat oil in a large pan over medium heat. Add ground meat, onion, pepper and garlic. Cook until meat is completely browned, crumbling the meat with a spatula or spoon as it cooks. Drain excess fat; then transfer to a slow cooker. Add remaining ingredients to the slow cooker and stir to combine. Cover and cook on low for 6 hours or high for 3 hours. Add more seasoning if needed. Optional: add healthy toppings, like green onions or plain Greek yogurt, which tastes very similar to sour cream!

SAME-DAY CARE OPTIONS

If you need care today and can't get in to see your Primary Care Provider, we have options for you...



THE NURSELINE IS HERE TO HELP YOU.

Call **303-739-1261** and speak to a Denver Health nurse about your health concerns at **no cost to you**. Sometimes they can even call in a prescription for you. NurseLine nurses can help you decide the best plan to get the care you need, which may include any of the options below.



DISPATCHHEALTH WILL COME TO YOU.

DispatchHealth is our on-demand health care provider that can treat a range of injuries and illnesses in the comfort and convenience of your home (available 7 a.m. to 10 p.m., 365 days a year). Visit **DispatchHealth.com**, download the free app or call **720-487-9530**. Refer to your plan coverage for cost sharing details.



VISIT AN URGENT CARE CENTER.

Denver Health offers multiple urgent care centers across the Denver area. In addition, Denver Health offers virtual urgent care for adults through MyChart. For more information, locations and hours, please visit **DenverHealth.org/Urgent-Care**. Refer to your plan coverage for cost sharing details.

Note: You can visit any urgent care center that is convenient for you. Your DHMP plan will cover you at any urgent care center, anywhere in the U.S. Refer to your plan coverage for cost sharing details.



EMERGENCY ROOM.

You can access 24/7 emergency care for both children and adults on the Denver Health Main Campus at 777 Bannock St. The Denver Health Pediatric Emergency Department is designed just for kids and is completely separate from the Adult Emergency Department. For more information, please visit **DenverHealth.org/Services/Emergency-Medicine**. Refer to your plan coverage for cost sharing details.

Note: If you need emergency care, go to the nearest hospital or call 9-1-1. Your DHMP plan will cover you at any emergency room, anywhere in the U.S. Refer to your plan coverage for cost sharing details.

WHAT'S NEW WITH YOUR PHARMACY BENEFITS?

Depending upon your plan, your pharmacy benefits may be updated over the course of the year. To see what's changed, visit **DenverHealthMedicalPlan.org**. Hover over *Members*. Navigate to your plan's page. Click *Pharmacy* under "Member Resources." There you will find documents that provide any changes in your plan's formulary. These include newly added drugs, newly added generics and more.

Your plan's webpage and formulary documents, called *Formulary & Pharmacy Management* (for Exchange, CO Option or Employer Group plans), *Formulary/Drug List* (for Medicaid Choice and CHP+) or *Drug List* (for Medicare Advantage), provide:

- » A list of covered drugs, along with restrictions and preferences
- » Details on how to use the formulary and pharmaceutical management procedures
- » An explanation of limits or quotas
- » Details on how prescribing practitioners must provide information to support an exception request (non-urgent requests may be processed the next business day)
- » Your plan's process for generic substitution, therapeutic interchange and step-therapy protocols

\$25 REWARD: COMPLETE A HEALTH RISK ASSESSMENT



**ELEVATE
MEDICARE ADVANTAGE**
Denver Health Medical Plan Inc..

If you are an Elevate Medicare Choice (HMO D-SNP) member, you will have an opportunity to participate in a Health Risk Assessment (HRA) upon enrollment and annually thereafter!

We want you to be healthy and feel good. By answering the questions on the HRA, we will identify your health risks and try to lower them. Each year, we will ask you to complete a HRA so that we know if there were any changes in your health. This will also help us know if you need more help. Your answers to these questions do not affect your insurance coverage. They may be shared with your doctor. We can work with your doctor and health care team to try and improve your health.

We may mail you the HRA. We may provide an online option. We may follow up with phone calls to complete the assessment. You can also call us to complete the HRA at **1-833-292-4893**. TTY users should call 711.

Completion of a health survey will qualify Elevate Medicare Choice (HMO D-SNP) members for the \$25 reward. Upon completion of the survey, the reward will be added to your FlexCard. You can purchase qualifying healthy food at approved stores. For more information or questions, call our Care Management Department at **303-602-2184** or visit **DenverHealthMedicalPlan.org**.



Denver Health School-based Health Centers provide convenient care, right in your child's school and through virtual appointments.

- Care for chronic conditions like asthma
- Health education
- Mental health counseling
- Physicals and dental care
- Prescriptions and medications
- Vaccines

To schedule your child's visit, please reach out to our school-based team at **303-602-8958**.

DENVER HEALTH IS WITH YOU FOR LIFE'S JOURNEY.

Learn more.

Share the health!

**DID
YOU
KNOW?**

It's open enrollment! Tell your family and friends – now is the time to enroll in a health insurance plan for 2026. We can help them get the coverage they need. Scan the QR Codes below to learn more!



**ELEVATE
MEDICARE ADVANTAGE**
Denver Health Medical Plan Inc.™



Medicare Annual Enrollment Period runs from **October 15, 2025** to **December 7, 2025**.

To learn more or enroll, call **303-602-2451** or visit **dhmp.info/Medicare**.

Current members may call Health Plan Services at 303-602-2111.



**ELEVATE
HEALTH PLANS**
Denver Health Medical Plan Inc.™



Open Enrollment for individual and family coverage, including CO Option plans, runs from **November 1, 2025** to **January 15, 2026***.

To learn more or enroll, call **303-602-2090** or visit **dhmp.info/Exchange**.

**Dates are decided by the Division of Insurance (DOI) and may change.*

Visit **DenverHealthMedicalPlan.org** for more info.

IMPORTANT PLAN INFORMATION



COMPLEX CASE MANAGEMENT & ACCESS TO CARE MANAGEMENT

Our Care Managers are here to help you! We will work with you and your doctor to make sure you get the help you need. In our Care Management Program, we can:

- » Make doctor and specialty appointments
- » Make referrals to community resources
- » Help with transportation for your doctor's visits
- » Work with your care team on services you may need at home
- » Give info on your health care conditions
- » Work with your doctor to make sure you have the medicines you need

Our Care Management Program is a no-cost service to all DHMP members. You can take part in the Program for as long as you want. To be considered for the Program, members can be referred through a medical management program referral, discharge planner referral, practitioner referral, caregiver referral or self-referral. For more info or to refer, call **303-602-2184**.

COMMUNICATION SERVICES & ACCESS TO STAFF

DHMP gives access to staff for members and practitioners seeking info about Case Management (CM). Staff are available at least eight hours a day during normal business hours for collect or free calls. After hours, you can fax info and staff will reply in the next business day. Staff are identified by name, title and organization name when they make a call. TTY services and language help are available.

UTILIZATION MANAGEMENT (UM)

UM decision-making is based on appropriateness of care, services, and existence of coverage. The UM department works to make utilization decisions in a fair, impartial, and consistent manner using standardized, measurable criteria based on sound clinical evidence. You can request a free copy of our UM criteria. UM criteria is also available on our website. Please see 'Services Requiring Prior Authorization' for the services that require prior authorization on the website at **DenverHealthMedicalPlan.org/For-Providers**.

The plan does not specifically reward practitioners or other individuals for issuing denials of care or services. The plan does not provide financial incentives to any Providers or UM decision makers to encourage decisions resulting in under-utilization. The UM department follows the Mental Health Parity Act to ensure equal treatment of mental health conditions and substance use disorders. Please refer to the member handbooks on the website for additional details.

IMPORTANT PLAN INFORMATION



Members: Members should contact their physician to initiate an authorization request. Members can call the customer service number on their health plan ID card for assistance or questions. For language assistance, call the Health Plan Services phone number on the back of your ID card and a representative will be able to assist you.

Providers: DHMP Health Plan Services staff is available for UM issues during normal business hours, Monday through Friday, 8 a.m. to 5 p.m., excluding holidays. Providers may contact Utilization Management by fax to send authorization requests and clinical information. The DHMP Utilization Management Department can receive faxes seven days a week, including holidays.

Our utilization management associates identify themselves to all callers by first name, title and our company name when making or returning calls. They can inform you about specific utilization management requirements, operational review procedures, and discuss utilization management decisions with you.

The following phone lines and faxes are for providers:

- » Outpatient fax: **303-602-2128**
- » Inpatient Admit and Discharge Notification fax: **303-602-2127**
- » Inpatient Clinical Records fax: **303-602-2004**
- » Urgent/Expedited fax: **303-602-2160**
- » Utilization Management phone: **303-602-2140**
- » Providers can also submit Prior Authorization Requests on the website at:
DenverHealthMedicalPlan.org/For-Providers/Prior-Authorizations

HOW TO FILE AN APPEAL OR GRIEVANCE

As a member of DHMP, you have the right to file a complaint also known as a grievance about DHMP. You also have the right to file an appeal of a denial adverse decision from DHMP that you disagree with. When you decide to file a grievance or an appeal, your request must be received by DHMP in the prescribed time period. When you miss a deadline, we may decline to review your appeal. Info about how to file a grievance or appeal including time periods that you are allowed to file a grievance or appeal can be found on our website: **DenverHealthMedicalPlan.org**. Or you may call us for info or help with filing a grievance or appeal at **303-602-2261**.





**DENVER HEALTH
MEDICAL PLAN** INC.TM

777 Bannock St., MC 6000
Denver, CO 80204

LARGE PRINT OR OTHER

LANGUAGES: If you have questions about this notice, we can help you for free. We can also give it to you in other formats. These include large print, audio or in other languages. Please call 303-602-2116. Toll free 1-855-281-2418. Or 711 for callers with speech or hearing needs.

Elevate Medicare Advantage is a Medicare-approved HMO plan. Enrollment in Elevate Medicare Advantage depends on contract renewal. The Plan also has a written agreement with the Colorado Medicaid Program to coordinate your Medicaid benefits.
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IT'S TIME!



**A MESSAGE
FROM OUR CEO**

As we enter fall and winter months, flu and COVID-19 vaccines are a very important way to protect yourself and your community. These vaccines are a covered benefit for all of our health insurance plans. If you have questions about where to get the vaccines, talk to your Primary Care Provider (PCP), schedule through the MyChart app, or visit **[DenverHealthMedicalPlan.org/Flu-Vaccines](https://denverhealthmedicalplan.org/flu-vaccines)**.

With the 2025 year coming to a close, I hope you and your family enjoy a safe and happy holiday season.

GREG MCCARTHY

Chief Executive Officer and Executive Director
Denver Health Medical Plan, Inc.

